

## COMMUNICATION

### RECOMMENDED READING MATERIAL

Body Language, Julius Fast, 1997.

Chinese Restaurant Food Safety Training Kit, Chinatown Inc, 2120 St. Clair Ave., Cleveland, OH 44114. (216) 861-8011.

Coping with Difficult People, R. Bramson, Anchor Press, Garden City, N.Y., 1981.

The Craft of Scientific Writing, 3rd ed., M. Alley, Springer-Verlag, New York, 1996.

Creative Visualization, S. Gawain, Bantam Books, New York, 1978.

Dealing with People You Can't Stand, Rick Brinkman and Rick Kirschner, McGraw-Hill, New York, 1994.

The Death of Common Sense: How Law is Suffocating America, Philip K. Howard, Warner Books, New York, 1996.

Don't Say Yes When You Want to Say No, H. Fensterheim and J. Baer, Dell Books, New York, 1975.

Getting to Yes, negotiating Agreement Without Giving In, R. Fisher and W. Ury, Penguin Books, New York, 1983.

Influencing with Integrity, Genie Laborde, Syntony Publishing, Palo Alto, California, 1983.

Interpersonal Conflict, J. Hocker and W. Wilmot, William C., Brown, Dubuque, Iowa, 1985.

Thomas-Kilmann Conflict Mode Instrument, Kenneth W. Thomas and Ralph H. Kilmann, Xicom Publishing, New York, 1974.

The Legal Basis of Public Health, Module 9, Communication, Babett Neuberger and Tom Christoffel, provided through the Public Health Training Network, <http://www.cdc.gov/phtn>.

The Mayfield Handbook of Technical and Scientific Writing, L. C. Perelman, J. Paradis, and E. Barrett, Mayfield, Mountain View, CA, 1998.

The New Peoplemaking, Virginia Satir, Science and Behavior Books, Inc., Mountain View, California, 1988.

Reaching Out, Interpersonal Effectiveness and Self-Actualization, 5<sup>th</sup> edition, David W. Johnson, Allyn and Bacon, Needham Heights, Massachusetts, 1993.

Risk Communication Resource Document, U. S. Food and Drug Administration, 1987.

Successful Scientific Writing, J. R. Matthews, J. M. Bowen, and R. W. Matthews, Cambridge University Press, Cambridge, 1996.

Verbal Judo: The Gentle Art of Persuasion, George Thompson and Jerry B. Jenkins, Harper Collins, New York, 1994.

Win-Win Negotiating, F. Jandt, John Wiley and Sons, New York, 1985.

Working Through Conflict, A Communication Perspective, J. Folger and M. Poole, Scott, Foresman & Co., Glenview, 1984.

### **COMMUNICATION ORGANIZATIONS**

Toastmasters International. P.O. Box 9052, Mission Viejo, CA 92690 (949) 858-8255

The Verbal Judo Institute, Inc. P.O. Box 1132, Westcliffe, CO 81252 (800) 448-1042

### **COMMUNICATION & PUBLIC HEALTH WEB SITES**

Integrated Food Safety Information Delivery System (IFSIDS):

<http://www.profoodsafety.org/>

Developed by the Iowa Department of Inspections and Appeals (DIA) through a federal grant from the U.S. Food and Drug Administration (FDA). IFSIDS is designed to provide a centralized access point for regulatory-based educational materials. Has free food safety fact sheets and printable signs which are transcribed in 14 languages.